

July 21, 2012

Postal Regulatory Commission
901 New York Ave NW, Suite 200
Washington, DC 20268

Reference: PRC Docket # MC2012-26

Dear Commissioners,

I am the franchisee/owner of one The UPS Store in Mt. Juliet, TN, employing four people from our community. I am writing to ask that you disallow the United States Post Office's "enhanced" services to Post Office Box customers, specifically:

1. Acceptance of third-party parcels and other items from UPS, FedEx, DHL and other non-USPS carriers, a practice that has been prohibited for many years.
2. The new ability to use the street address of the Post Office where the Post Office Box is located, rather than the conventional "PO Box 123, Anytown, MA 01234."
3. The new ability of Post Office Box customers to use the "#123" designation instead of the conventional "PO Box 123" form of address.
4. E-mail / text message notification to PO Box customers of items received. ("Real Mail Notification")

These new business practices place the United States Postal Service in direct and unequal competition with thousands of small businesses across the country. Like most store owners, my business is privately owned and represents the sole source of my income. In many cases, owners like me have financed the purchase of the business with loans secured by their homes or by tapping their life savings. This new form of competition from the USPS will result in significant loss of revenue and damage to my business. This will threaten not only my financial security, but also the jobs of the people I employ.

As a Commercial Mail Receiving Agency (CMRA), my business is regulated and inspected by the USPS. There is no other enterprise in our society where one competitor can regulate another, even to the point of requiring them to turn over their customer list on a quarterly basis as the postal service currently requires of me.

As a CMRA, I operate under other unfair rules, such as the ability of a postal customer to change his address from a PO Box to another address with a simple "Change of Address" form, while customers of a CMRA such as my store are prohibited from doing so. When a CMRA mailbox customer moves, I am required by the USPS to receive the customer's mail for six months following termination and cannot re-mail it without paying for new postage. My store has lost at least one mailbox rental customer to the post office's enhanced mailbox service specifically because of the no forwarding rule imposed on CMRAs.

As noted in PRC Order No. 1366, "the Postal Service has not submitted an appropriate filing that describes the nature and implementing rules for these enhanced services." The USPS failed to

follow the rules in rolling out these new services, and made a unilateral decision and executed it without the necessary filings. What the USPS is doing is fundamentally wrong. A financially viable Post Office is an important part of our business, but not at my expense. I cannot sit by and watch the USPS launch a series of products and services specifically designed to take my customers. A relationship with the USPS is a careful balance of competition and support, and, in this instance, I believe they have tipped the scales. Up until now, my business has enjoyed a mutually beneficial relationship with two local post offices. As a re-seller of postal services, I have always considered my postal business as an extension of the local post office's business, and we have found a way to thrive together. The "enhanced" mailbox service proposed by the postal service, however, represents an all-out assault on my livelihood.

Thank you for your time and kind attention to this matter. Please do not hesitate to contact me if you have any questions or concerns.

Sincerely,

Joni Cochran
The UPS Store #6148
401 S. Mt. Juliet Road
Mt. Juliet, TN 37122
615.773.8015
615.773.8031
Owner6148@theupsstore.com

Copy to: Independent Coalition of Franchisee Owners, info@theicfo.org